

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Complete, Inc.

Arkansas Manufacturing Solutions

A Complete Commitment for Lean

Client Profile:

Complete, Inc., founded in 1995, is a printed circuit board (PCB) assembly and contract electronics manufacturer. Currently, the company employs 20 people at its facility in Springdale, Arkansas.

Situation:

Complete's custom circuit design schematics are conceptualized by a CAD system and then assembled by the Complete staff. The company also produces in-house prototypes of customer designs to insure their workability and will supplement customer designs according to their feasibility. Complete production capabilities meet F.C.C., U.L., IPC 610, and RoHS requirements. The company faces competition from both U.S. companies and overseas businesses. Its flagship products, PCBs, are relatively inexpensive yet highly complex products. The assembly alone of a PCB requires several different process involving metals and laminate materials as well as subsequent product testing. As a small PCB manufacturer, Complete either had to chose to get out of the business or get better at the business. They chose the latter, and asked Arkansas Manufacturing Solutions (AMS), a NIST MEP network affiliate, to assist in the effort.

Solution:

AMS started Complete on its Lean journey by providing Lean 101 Workshop training and eight subsequent Lean sessions for company employees. "We have found quality improves and lead time decreases when Lean principles are implemented. It is apparent that time and time again the principles prove to have considerable value in the manufacturing workplace," said Complete's CEO and President, Loy Hoskins. "When the employees return from a Lean 101 seminar, the enthusiasm is tremendous. The Seminars are very motivational to our employees and we plan to remain pursuant to the goal of Lean Manufacturing in the foreseeable future," he added.

Results:

- * Increased sales by \$25,000.
- * Realized \$36,000 in cost savings.
- * Invested \$1,200 in workforce development.
- * Reduced lead time.
- * Created 3 new jobs.
- * Achieved a more competitive and profitable position.

Testimonial:

"We were very satisfied with the Lean instruction that we have received from the specialists at AMS. Our industry is very competitive, and we have a great need to be Lean in order to face the competition."

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Loy Hoskins , CEO and President